Application No. 10/002,745 Response to Office Action

# Amendments to the Drawings:

Fig. 7 has been amended to correct the spelling of "expansion."

Attachment:

Annotated Sheet Showing Changes

Replacement Sheet

### REMARKS

Reconsideration of this application, as amended, is respectfully requested.

#### THE DRAWINGS

Fig. 7 has been amended to correct the spelling of the word "expansion".

Submitted herewith are a corrected sheet of formal drawing which incorporates the amendment and an annotated sheet showing the changes made thereto.

No new matter has been added, and it is respectfully requested that the amendment to Fig. 7 be approved and entered.

## THE CLAIMS

Claims 1, 3 and 5 have each been amended to clarify the features of the present invention whereby claim content of the new claim report is input via a client web page in a format substantially similar to natural language, and whereby the new claim report is registered in the knowledge base section in a format including at least a claim title structured as a combination of predetermined items of definition information expressed in standard terms, based on the claim content in the format substantially similar to natural language.

In addition, new claims 7-20 have been prepared depending from claim 1 based on the disclosure in the specification at, for example, page 18, line 18 to page 21, line 17. See also Figs. 12 and 13.

Still further, claims 1-6 have been amended to correct some minor grammatical errors so as to put the claims in better form for issuance in a U.S. Patent.

No new matter has been added, and it is respectfully requested that the amendments to claims 1-6 and the addition of claims 7-20 be approved and entered.

## THE PRIOR ART REJECTION

Claims 1-6 were rejected under 35 USC 103 as being obvious in view of the combination of USP 6,463,437 ("Mongilio") and USP 6,398,426 ("Turnbull et al"). This rejection is respectfully traversed with respect to the claims as amended hereinabove.

When problems are reported with products, claims are reported by field servicemen and supplied to a product technology department, which is responsible for the products. In the product technology department, a design engineer takes charge of a claim report relating to a product which the engineer developed. The engineer confirms the content of the claim report, studies the cause of the claim content, and prepares a solution.

Immediately after a new product is released, a variety of problems are typically discovered. During this time immediately after a product is released, design flaws are not immediately recognized and solutions to them are not established in a knowledge base. As a result, many of the claims for the problems are subjected to review by the design engineer. This review process imposes a significant burden on the engineer, and takes time away from development of the next new product.

To cope with this situation, according to the present invention as recited in amended independent claim 1 (and corresponding amended independent claims 3 and 5), a new claim report, corresponding to a new claim, is registered (by a claim handling section) in the knowledge base section and the registered new claim report is managed as an unsolved claim requiring an answer from the engineer.

In addition, according to the present invention as recited in amended independent claim 1 (and corresponding amended independent claims 3 and 5), the claim handling section is configured to issue respective task sheets for a market countermeasure task which is shared among technical divisions to the respective technical divisions in accordance with the new claim report, and to update a state of progress of the market countermeasure task upon receipt of each respective task sheet returned from each of the technical divisions.

When claim content is entered by a client in a format close to a natural language, however, the same problem is likely to be expressed by different clients using different terms. When this occurs, it is likely that duplicate claims will not be recognized.

According to the present invention as recited in amended independent claim 1 (and corresponding amended independent claims 3 and 5), the claim content of the new claim report is input via a client web page in a format substantially similar to natural language, and the new claim report is registered in the knowledge base section in a format including at least a claim title structured as a combination of predetermined items of definition information expressed in standard terms, based on the claim content in the format substantially similar to natural language.

Thus, according to the present invention as recited in amended independent claims 1, 17 and 23, at least the title of the new claim is expressed using standard terms, even though the claim content is input in a format substantially similar to natural language. Therefore, redundant registrations of claims in the knowledge base is essentially prevented. And as a result, the design engineer does not need to review any claim report other than the ones that are confirmed as being new, thereby reducing the burden on the design engineer. Moreover, since the new claims are efficiently identified for the design engineer,

•

the review is of new claims is not delayed and a client's wait time for resolution of a new problem is reduced.

Mongilio, by contrast, discloses a system for processing customer issues using a server, with reduced human intervention. According to Mongilio, when a customer accesses a vendor server 14 and views a vendor website, a user system 22 may perform a self-help routine for checking a customer issue database 18 on the basis of entries to fields 38 of a customer issue form provided by the server.

That is, in the system of Mingilio, fields 38 (which are, for example, drop down menus) are provided to allow a customer to describe an issue. The customer simply chooses the correct entry from the drop down menu, and that entry is automatically entered into the field associated with the drop down menu. This increases accuracy in the definition of the customer issue and provides for automatic processing by the vendor server 14.

It is respectfully submitted, however, that the drop down menu based self-help feature of Mongilio inputs claim information in a structured format, and not in a natural language format.

And if additional remarks are necessary, Mongilio discloses that a "field for comments by the customer" is provided in the issue form to allow additional remarks to be entered.

Nevertheless, it is respectfully submitted that Mongilio does not at all disclose, teach or suggest that at least the

on the claim content in the format substantially similar to
natural language.

Thus, according to Mongilio, even if comments are written in a natural language format in the "comments" field, the natural language comments are not used to create a title of a new claim report that is expressed in standard terms, such that older claim reports are searchable by the standardized title of the new claim report, in the manner of the claimed present invention as recited in amended independent claims 1, 3 and 5.

It is respectfully submitted, moreover, that Turnbull et al has merely been cited for the disclose of updating the state of progress of a task.

Accordingly, it is respectfully submitted that the present invention as recited in amended independent claims 1, 3 and 5, and claims 2, 4 and 6-20 respectively depending therefrom, clearly patentably distinguishes over Mongilio and Turnbull et al under 35 USC 103.

In view of the foregoing, entry of this Amendment, allowance of the claims and the passing of this application to issue are respectfully solicited.

Customer No. 01933

Application No. 10/002,745 Response to Office Action

.

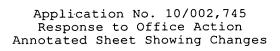
If the Examiner has any comments, questions, objections or recommendations, the Examiner is invited to telephone the undersigned at the telephone number given below for prompt action.

Respectfully submitted,

Douglas Holtz Reg. No. 33,902

Frishauf, Holtz, Goodman & Chick, P.C. 767 Third Avenue - 25th Floor New York, New York 10017-2023 Tel. No. (212) 319-4900 Fax No. (212) 319-5101

DH:iv encs.





F I G. 7